



**CABINET FOR HEALTH AND FAMILY SERVICES  
DEPARTMENT FOR COMMUNITY BASED SERVICES  
DIVISION OF FAMILY SUPPORT  
COA ACCREDITED AGENCY**

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Governor

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**James W. Holsinger, Jr., M.D.**  
Secretary

**FSM-05-09-64 (Reissuance)**

**TO:** All Local Offices for the Department for Community Based Services

**FROM:** Kelly A. Jackson  
Director

**DATE:** September 6, 2005

**SUBJECT:** Hurricane Katrina Displaced Persons

**This issuance of FSM-05-09-64 supersedes and replaces the previous version of the same FSM issued 9/1/05.**

This policy applies to persons who have been displaced from areas devastated by Hurricane Katrina, specifically those counties in the Gulf Coast regions of Alabama, Louisiana, and Mississippi. The unprecedented damage from Hurricane Katrina has made it necessary for people to be evacuated/displaced, not only from the area where they live, but also from the entire State. Please follow the guidelines (below) as you consider the needs for services to displaced persons.

A. For Food Stamp applications, if the displaced person is:

1. Not currently receiving benefits in another state, determine eligibility in Kentucky if it is indicated that he/she will be residing in Kentucky permanently or for the foreseeable future. Accept the displaced person's statement concerning residence, income and resources. Resources must be accessible to be considered. Treat the application as expedited and follow normal food stamp policy for approving expedited applications. Verify that the displaced person was residing in an area affected by Hurricane Katrina. The displaced person's verbal statement will serve as verification.



2. Currently receiving benefits from the affected state, do the following:

- a. Take the application and deny for September as already received and approve effective October 1 and ongoing.
- b. Contact the appropriate state to request that his/her case be closed in that state.
- c. If the displaced person has a current EBT card, advise the displaced person that the current EBT card will work in Kentucky and current benefits may be accessed through that card.
- d. If the displaced person states his/her current EBT card has been lost, stolen or damaged, assist the displaced person by contacting the appropriate state to request a replacement EBT card. If the displaced person does not have a local address, advise him/her that the local office address may be used to receive the EBT card.

Louisiana has issued supplemental September benefits for every household up to the full monthly allotment. These September benefits are currently available on their EBT card.

B. For K-TAP/TANF and Medicaid, use policy currently in place.

1. For displaced persons who are not currently receiving TANF or Medicaid benefits in another state, determine eligibility in Kentucky if it is indicated that he/she will be residing in Kentucky permanently or for the foreseeable future. Accept the displaced person's statement concerning residence, income and resources. Resources must be accessible to be considered.
2. For displaced persons currently certified as eligible for TANF or Medicaid in another state, determine if TANF benefits are accessible via the EBT card. TANF benefits are on the EBT card in Louisiana, Alabama and Mississippi. Advise the displaced person that his/her benefits may be accessed in Kentucky.
  - a. If the displaced person states his/her EBT card is lost, stolen, left behind or damaged, assist the individual in getting a replacement card by calling or e-mailing the appropriate state.
  - b. If the displaced person believes he/she will be residing in Kentucky permanently, or for the foreseeable future, offer to close the displaced person's current case in the disaster area, and take an application for K-TAP or Medicaid.

C. The contact numbers are:

1. Alabama - To obtain information on a displaced person's food stamp case or to request a replacement EBT card, call 1.866.465.2285. To inquire about a displaced person's TANF assistance call 334.242.1773. Additionally, an e-mail request may be sent to: [fs@dhr.state.al.us](mailto:fs@dhr.state.al.us)
2. Mississippi - To request a replacement EBT card call 1.866.449.9488. This number is used for both TANF and Food Stamp benefits. An e-mail request for a replacement or certification status may be sent to [mdhsdisaster@mdhs.state.ms.us](mailto:mdhsdisaster@mdhs.state.ms.us)

3. Louisiana - To obtain assistance with EBT card replacement, call 225.925.7251 or 225.925.7252, or 225.925.7253. Additionally, the following numbers may be utilized:

**Baton Rouge Region – II**

1885 Wooddale Blvd., Ninth Floor

Baton Rouge, LA 70806

(225) 925-4543

Division: Family Assistance

Parishes: East Baton Rouge-North (17), East Feliciana (19), Iberville (24) Pointe Coupee (39), West Baton Rouge (61), West Feliciana (63), East Baton Rouge-South (97)

**Lake Charles Region – VI**

One Lakeshore Dr., Ste. 1450

P.O. Box 1807

Lake Charles, LA 70602-1807

(337) 491-2173

Fax: (337) 491-2197

Division: Family Assistance

Parishes: Allen (02), Beauregard (06), Calcasieu (10), Cameron (12), Jefferson Davis (27)

**Alexandria Region – VII**

5419B Jackson Street Extension

Alexandria, LA 71303-2322

(318) 487-5228

Fax: (318) 487-5230

Division: Family Assistance

Parishes: Avoyelles (05), Catahoula (13), Concordia (15), Grant (22), LaSalle (30), Rapides (40), Vernon (58), Winn (64)

**Shreveport Region – VIII**

1525 Fairfield Ave., Rm. 330

Shreveport, LA 71101-4388

(318) 676-7101

Fax: (318) 676-7086

Division: Family Assistance

Parishes: Bienville (07), Bossier (08), Caddo (09), Claiborne (14) DeSoto (16), Jackson (25), Natchitoches (35), Red River (41), Sabine (43), Webster (60)

All the regions can provide statewide information. When contacting Louisiana concerning TANF benefits refer to the Family Independence Temporary Assistance Program (FITAP).

D. For displaced persons who have a Louisiana Medicaid card:

1. To obtain information on a displaced person's Medicaid eligibility, call 1.800.473.2783, or 1.877.455.9955.
2. The following numbers can be used to assist in accessing the Medicaid benefits:
  - a. Louisiana Medicaid Provider enrollment number is 225.237.3370 or 1.800.473.2783.
  - b. If providers have a Louisiana provider number, they can call REVS/MEVS at 1.800.776.6323, to confirm displaced person eligibility.
  - c. Hospitalizations require prior authorization by calling 1.800.488.6334.
  - d. The Louisiana Department of Health and Hospitals is 1.800.437.9101 or 225.342.9768.

E. For displaced persons who have Alabama Medicaid cards, assist them in contacting the Alabama Medicaid recipient number at 1.800.362.1504 to access their Medicaid benefits.

For Mississippi Medicaid assistance, contact 601.359.6050.

F. If a displaced person, who is not currently a recipient of Medicaid, states that he/she remains a resident of his/her hurricane-damaged state and wishes to apply for Medicaid only, take an application and pend the case. Further instructions for disposition of the case will be forthcoming.

G. Below are the areas known to be affected by Hurricane Katrina:

1. **Alabama.** Baldwin, Clarke, Choctaw, Mobile, Sumter and Washington Counties.
2. **Louisiana.** The parishes of Acadia, Ascension, Assumption, Calcasieu, Cameron, East Baton Rouge, East Feliciana, Iberia, Iberville, Jefferson, Jefferson Davis, Lafayette, Lafourche, Livingston, Orleans, Pointe Coupee, Plaquemines, St. Bernard, St. Charles, St. Helena, St. James, St. John, St. Mary, St. Martin, St. Tammany, Tangipahoa, Terrebonne, Vermilion, Washington, West Baton Rouge and West Feliciana.
3. **Mississippi.** Amite, Forrest, George, Greene, Hancock, Harrison, Jackson, Lamar, Marion, Pearl River, Perry, Pike, Stone, Walthall and Wilkinson Counties.

Sometimes just following written procedures are not enough especially with the emotional and financial devastation these fellow citizens have experienced. Please keep in mind the person sitting across from you seeking help may have lost his/her home, possessions, income source and even family members. We encourage you to explore every possible means in providing assistance to these people. If there ever was a test for the strength, compassion and resources of the Cabinet, now is that time.

Use the enclosed log to identify all applications taken for displaced persons of Hurricane Katrina. Enter all programs on one log. Please handwrite on the log if any households contain Foster Care children. Fax or e-mail the completed log to Ricky May daily at 502.564.9810 or

[Ricky.May@ky.gov](mailto:Ricky.May@ky.gov). It is not necessary to send the log to Mr. May if no applications for displaced persons are taken on that day.

If you have questions, please contact the Nutrition Assistance and Accountability Branch through your Regional Office.

KAJ/NAAB/RM/cla

Enclosure

cc: Service Region Administrators  
Service Region Administrator Associates  
Program Specialists  
Field Services Supervisors  
Case Management Coordinators  
Office of the Ombudsman